

# State Training Managers 2010 Training Survey

## **Analysis:**

- Survey period: 12/18/2009 to 01/04/2010
  - 37 responded from 36 different agencies
  - 93 classes were listed
  - All classes had at least 5 affirmative votes for DOP to continue offering
  - 70 different classes were considered mandatory by at least one agency
  - 32 of those 70 mandatory classes are taught by at least one agency's staff
  - Review of comments from respondents suggested only four new course topics. Two we added:
    - Emotional Intelligence
    - Leading the Four Generations
- The other two we already have covered in courses we have now:
- Dysfunctional Work Teams
  - 1-Day Performance Management training.

Below is the percentage that each group of votes represents:

## **Count - %**

5 – 14%  
10 – 27%  
15 – 41%  
20 – 54%  
25 – 68%  
30 – 81%  
35 – 95%  
37 – 100%

# Training Survey

Response Count

**37**

Number	Respondent	Agency
<b>1</b>	Kevin Bovenkamp	Department of Corrections
<b>2</b>	Dan Myers	OFM
<b>3</b>	Linda Queen	395
<b>4</b>	Greg Baxter	WSCJTC
<b>5</b>	Theresa Brauner	Home and Community Services
<b>6</b>	Pam Kelly	SBCTC
<b>7</b>	Jamie Mullenix	Health Care Authority
<b>8</b>	Vicki Frucci	WSDOT
<b>9</b>	Stewart R. Souders	DNR
<b>10</b>	Shelby Sheldon	Washington's Lottery
<b>11</b>	Marie Davis	State Auditor's Office
<b>12</b>	RAEANN PONTRELLA	ADSA/DSHS
<b>13</b>	Shiela Hyvonen	DDD
<b>14</b>	Ken Skillen	GA
<b>15</b>	Robin Bennett	DCS
<b>16</b>	Tom Peters	Eastern State Hospital
<b>17</b>	Dona Fuerst	Division of Vocational Rehabilitation (DSHS)
<b>18</b>	Wendy Seely	Department of Ecology
<b>19</b>	Cheryl Shaw	L&I
<b>20</b>	Tony Brown	Department of Printing
<b>21</b>	Marc Harrison	Health
<b>22</b>	Laurie Milligan	Department of Early Learning
<b>23</b>	Karla Thomas	Workforce Training and Education Coordinating Board
<b>24</b>	Gayle Robbins	Attorney General's Office
<b>25</b>	April Rounds	WA Center for Childhood Deafness and Hearing Loss
<b>26</b>	stephen hardy	L&I (duplicate)
<b>27</b>	Lois Bergstrom	Department of Corrections
<b>28</b>	Debbie Robinson & Shelby Sheldon	Washington's Lottery
<b>29</b>	Ellen Drumheller	Department of Services for the Blind
<b>30</b>	Joel Shillander	WDFW
<b>31</b>	Massey Bentz	DOR
<b>32</b>	Kerry Longhorn	DOP
<b>33</b>	Dianna Gifford	DNR
<b>34</b>	John House	Liquor Control Board
<b>35</b>	Lyle Moholt	Emp Sec Dept
<b>36</b>	Judy Cash	ESD
<b>37</b>	Jim Semmens	Gambling Commission

## Category / Course Total Responses

Answer Options	Continue to offer as Open Enrollment or Single-Agency.	Is this course mandatory for your agency?	If mandatory, will your agency instruct this course?	Response Count
<b>WRITTEN COMMUNICATION</b>				
Clear Rule Writing	18	1	0	18
Editing Skills Review	14	0	0	14
Grammar Review - Part 1	17	0	0	17
Grammar Review - Part 2	16	0	0	16
Proofreading Skills Review	17	0	0	17
Punctuation Skills - Part 1	11	0	0	11
Punctuation Skills - Part 2	12	0	0	12
Tech Writing: Editing Techniques	13	1	0	14
Tech Writing: Proofreading Techniques	14	0	0	14
Technical Writing: Tricks of the Trade	10	0	0	10
Writing Documents in Plain Talk	25	8	2	26
Writing for the Web	13	0	0	13
Writing Minutes & Meeting Notes	14	0	0	14
Writing Policies & Procedures	15	1	1	16
Writing Skills	20	1	0	20
<b>INTERPERSONAL COMMUNICATION</b>				
Adult Learning Styles: Its influence on Job Performance	10	1	1	11
Assertive Communication	15	0	0	15
Communication Styles & Skills for Employees	17	0	0	17
Crucial Conversations	24	1	1	25
Interpersonal Communication Skills	21	0	0	21
Interpersonal Conflict Management	23	0	0	23
Serving Difficult Clients	18	2	2	18
<b>CUSTOMER SERVICE</b>				
Customer Service	14	2	1	15
Customer Service: Maintaining a Positive Attitude	15	0	1	16
<b>DIVERSITY TRAINING</b>				
Understanding the Diverse Workforce	14	11	2	17
<b>GOVERNMENT EFFICIENCY</b>				
Collecting Data	11	0	0	11
Lean Methods for Lean Times	12	0	0	12
Using Charts and Graphs to Communicate About Performance	17	1	0	17
Using Data & Statistical Tools to Analyze & Improve Performance	16	1	1	17
<b>HUMAN RESOURCE DEVELOPMENT</b>				
Determining Competencies Through Job Analysis	19	3	1	20
Just Cause Training	20	4	1	22
SHRM Essentials of HR Management	15	1	0	15
SHRM Learning Systems	11	0	0	11
<b>INVESTIGATION</b>				

Investigator Training, Advanced	16	6	0	18
Investigator Training Core	20	9	0	23
<b>LEADERSHIP DEVELOPMENT</b>				
Budgeting for the Non-Financial Manager	19	0	0	19
Confronting the Tough Stuff: Communicating Through Change	11	1	0	12
Engaging Talent in Tough Times	8	0	0	8
HELP II: Diversity Management	16	6	0	17
HELP II: Effective Investigations in a Just Cause World	23	6	0	23
HELP II: Ethical Leadership & Decision Making	16	8	0	17
HELP II: Lawful & Effective Hiring Practices	17	7	1	18
HELP II: Preventing Discrimination, Harassment & Managing Accommodations	20	8	1	21
HELP II: Workplace Violence Assessment & Prevention	16	9	1	18
How NOT to Micromanage	9	1	0	10
Language of Leadership, The	9	1	0	10
Leadership Mastery: Creating Deliberate Success	13	2	0	14
Mastering Change	9	1	0	10
Negotiation	9	1	0	10
Normalizing the New Workplace	6	1	0	7
Performance Coaching: Empowering Others to be Their Best	14	3	1	16
Performance Development Plan (PDP)	16	11	9	22
Problem Solving and Decision Making	9	2	0	10
Reality Check: Is Management for Me	9	1	0	10
Rebuilding Trust and Confidence	6	1	0	7
Understanding Budget Planning & the Budget Process	13	1	0	14
Supervision Essentials I	19	16	5	24
Supervision Essentials II	15	8	3	19
Stabilizing Your New Team	5	1	0	6
<b>MEETINGS &amp; FACILITATION</b>				
Effective Meeting Management	13	1	0	14
Facilitator Skills Training - Phase 1	16	0	1	17
<b>PERSONAL DEVELOPMENT</b>				
Basic Principles of a Collaborative Workforce	8	1	0	9
Building Confidence, Competence & Credibility	9	1	0	10
Change Management – Finding the “Up” in Upheaval	7	1	0	8
Coaching: Bringing Out the Best in Others	11	1	0	12
Discovering Your Strengths	11	2	0	12
Giving & Receiving Constructive Feedback	12	1	0	13
Handling Emotions Under Pressure	18	1	0	19
Managing Job Stress	11	1	0	12
Managing the Change Effort	5	1	0	6
Managing Transition – Employees	7	1	0	8
Managing Transition – Managers	8	1	0	9
Managing Your Priorities	10	1	0	11
Moving From Conflict to Collaboration	15	1	0	16
Personal Stress Management	9	1	0	10
Success Habits	9	0	0	9
Time Management	18	2	0	19

<b>PRESENTATIONS, DESIGN, DELIVERY</b>				
Designing Effective Training Programs	11	1	1	12
Presentation Skills	17	1	3	20
Presentation Skills, Advanced	13	1	3	16
Training Techniques Part 1: Basics	10	1	3	13
Training Techniques Part 2: Developing Curriculum & Training	11	1	3	14
Training Techniques Part 3: Polishing Your Presentation Skills	10	1	3	13
<b>RISK MANAGEMENT</b>				
Defensive Driving	15	13	6	21
Drug Free Workplace for Sup/Mgrs	10	7	2	14
Ethics in State Government	17	18	5	25
First Aid/CPR/AED	17	15	7	24
Sexual Harassment Awareness and Prevention	17	21	9	27
Sexual Harassment Awareness and Prevention for Managers	16	19	8	26
Violence in the Workplace	15	11	4	20
<b>RECORDS MANAGEMENT, RULES, PRACTICES</b>				
Electronic Record Management	12	2	1	14
Records & Information Management & Using the Stat Record Center	15	0	0	15
Public Disclosure & Public Records - A Survival Guide for Managers & Supervisors	15	5	4	18